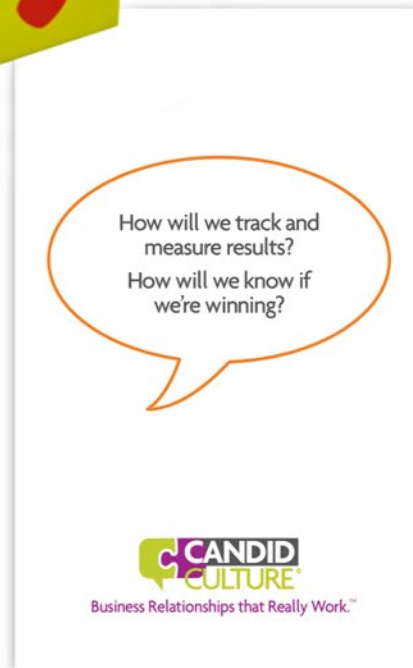
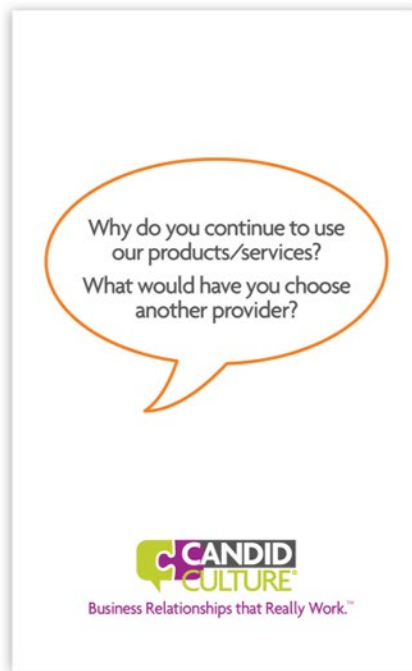


We've all had customers we thought were happy, until they left with no explanation. Unfortunately, when clients are dissatisfied, they don't tell us. They vote with their feet. Customers leave and we never know why. Companion to the book *How to Say Anything to Anyone*, ask the questions that get to the heart of what your clients need and why they hire or fire you.

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